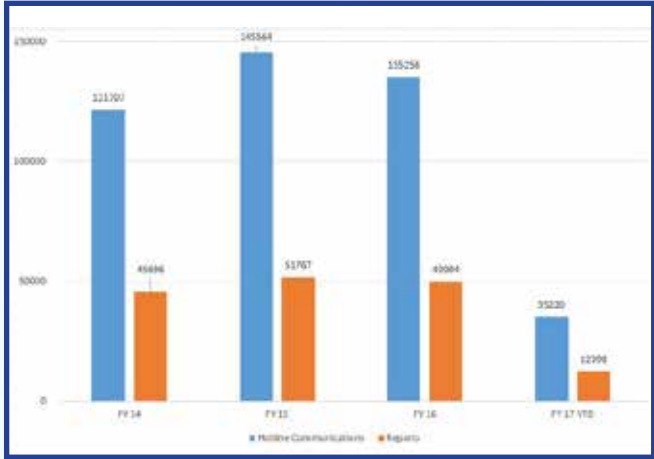
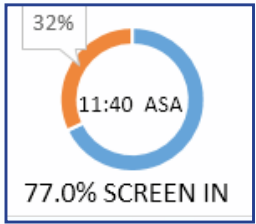


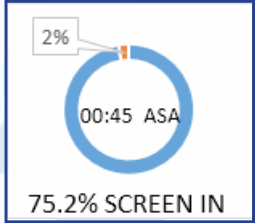
INCOMING CALLS



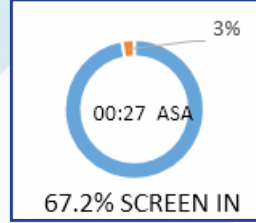
FY 14 - Abandon Rate



FY 15 - Abandon Rate

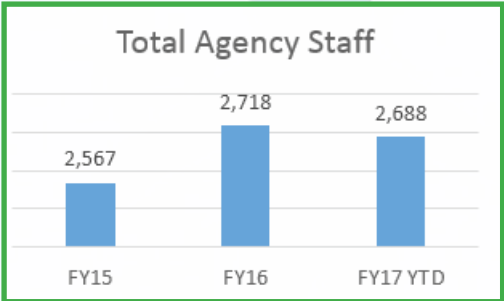
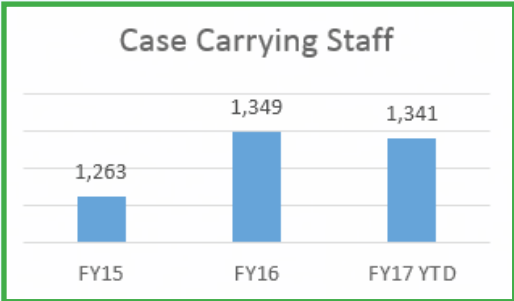


AUG 16 - Abandon Rate

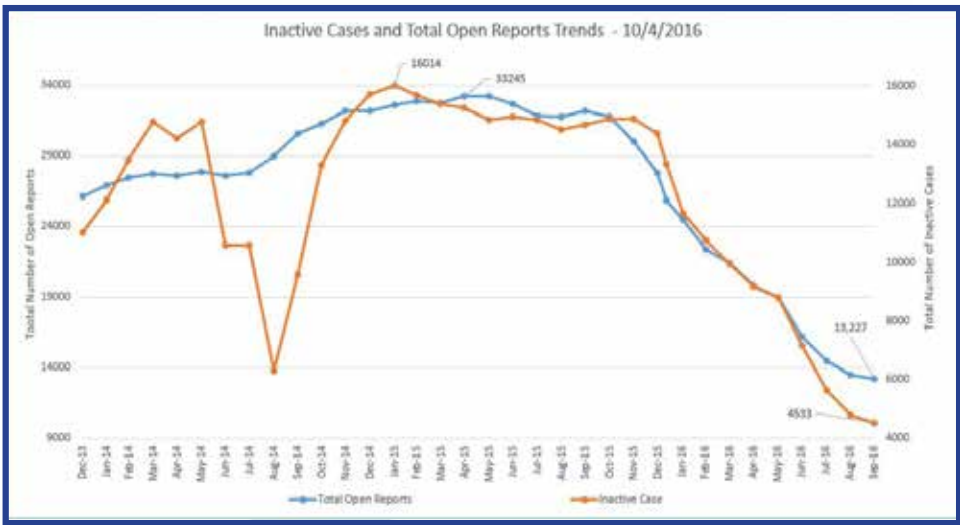


ASA = Average Speed to Answer

AGENCY RESOURCES



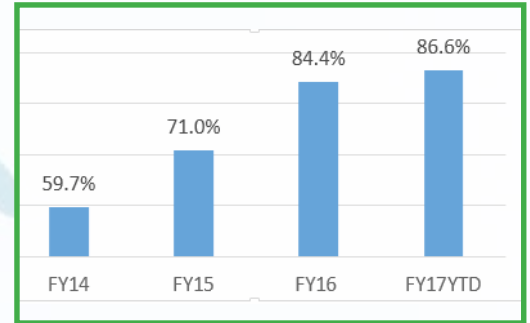
INVESTIGATIONS PERFORMANCE



Inactive Cases Leg Benchmark = < 1,000;
Open reports Leg Benchmark = < 13,000



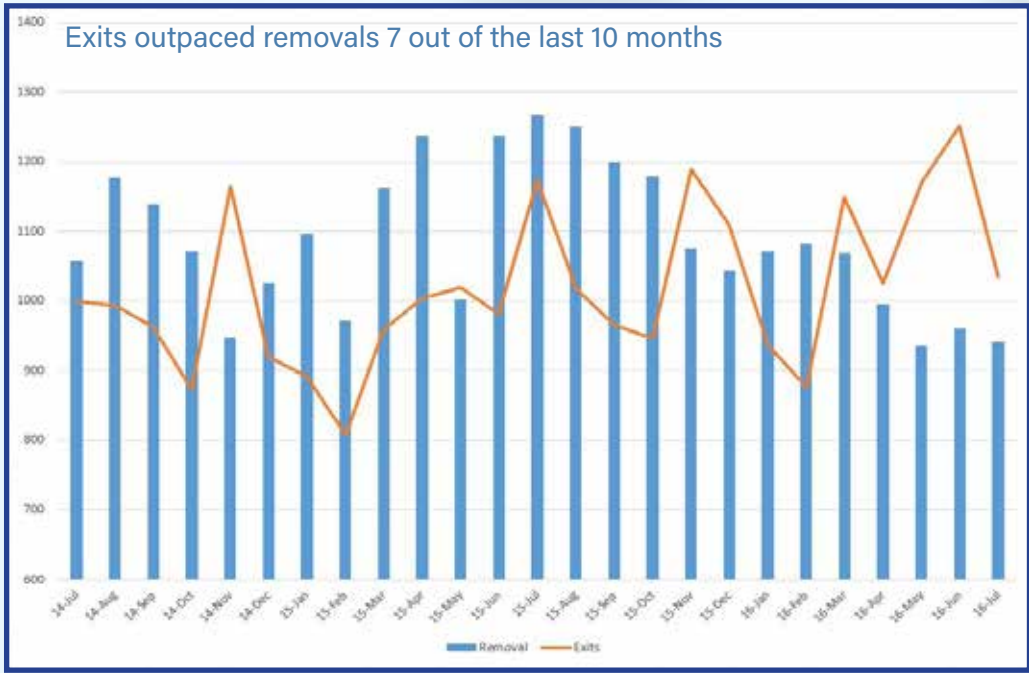
ON TIME INVESTIGATIONS RESPONSE



CHILDREN ENTERING & EXITING CARE

	FY 15	FY 16	JUL 16
REMOVALS	13,124	13,132	941
EXITS*	11,575	12,813	1,035

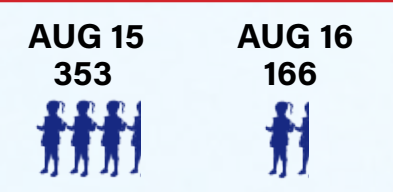
Placement Unit achieved significant gains since its creation 6/2015



PLACEMENT UNIT DURATION TO PLACE CHILDREN

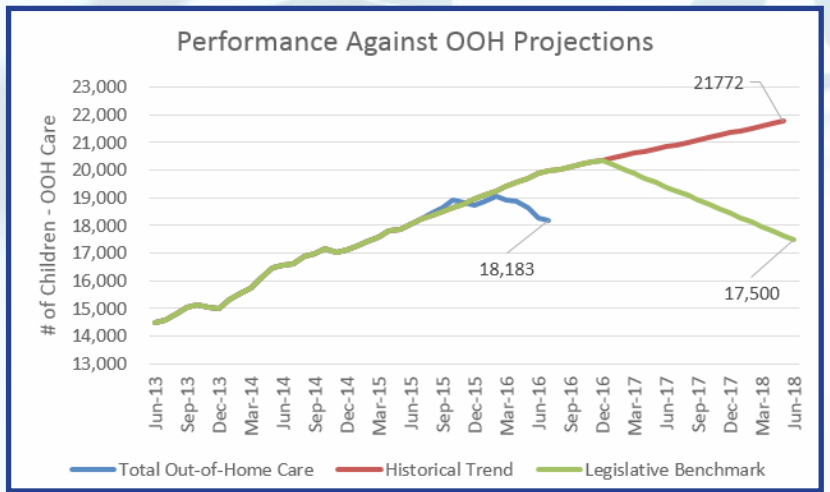


NUMBER OF CHILDREN VISITING PLACEMENT UNIT



OUT OF HOME POPULATION

	FY 12	FY 13	FY 14	FY 15	FY 16	FY 17 YTD
POPULATION	13,385	14,494	15,556	18,059	18,287	18,183
Growth rate YOY	22.90%	8.30%	14.20%	9.08%	1.30%	-0.6%



NUMBER OF LICENSED FOSTER BEDS

JUN 14	JUN 15	CURRENT
10,057	10,490	10,749

NUMBER OF LICENSED FOSTER HOMES

JUN 14	JUN 15	CURRENT
4,358	4,506	4,814

NUMBER OF KIDS IN GROUP HOMES

FY 14	FY 15	FY 16	CURRENT
2,246	2,535	2,727	2,714

SAFETY - Arizona ranks 4th lowest nationally in substantiated abuse while in OOH Care.

* Exits data is 60 days lagging